

MISSION

The Department of Personnel provides human resource guidance and services to maximize state government's ability to serve citizens of Washington.

VISION

To be human resource leaders, partners, and experts.

VALUES

Balanced
Respectful
Innovative
Credible
Engaged

CUSTOMERS

Governor
Legislature
State Managers
State HR Professionals
State Employees
Job Seekers



DOP SERVICES

As the central human resource agency for state government, the Department of Personnel:

- Facilitates collaborative decisions concerning the state's workforce management policies and practices.
- Monitors, reviews, and reports on the state's human resource systems and operations.
- Maintains the state's civil service rules governing personnel administration.
- Manages the state's classification and compensation structures.
- Maintains the state's central personnel-payroll IT systems and processes payroll for state employees.
- Provides a single point of entry for those seeking state employment opportunities.
- Provides tools and resources to support employee development and performance management.
- Provides state government workforce data to inform workforce management decisions.
- Provides the state with other human resource services, tools, and information.



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FY 2011-13 Strategic Plan



Washington State
Department of Personnel

Goal 1

Statewide HR Leadership & Direction

The state has the human resource leadership and direction to be a strategic and competitive employer.

OBJECTIVE

The state has an HR framework that is used to inform HR management policy decisions.

STRATEGIES

- Engage Cabinet and HR Governance groups to develop a shared vision and priorities for key areas of HR management.
- Ensure effective communication about HR management issues, decisions, and successes.

OBJECTIVE

Agency leaders and HR professionals make data-driven, collaborative decisions about the state’s HR management direction and priorities.

STRATEGIES

- Use the HR Governance groups for issue-based collaboration and input for decision-making.
- Clarify the roles and expectations of DOP staff, agency managers, and agency HR professionals.



Washington State
Department of Personnel

Goal 2

Sound HR Foundation

The state has a sound human resource foundation that supports changing business needs.

OBJECTIVE

Improve the clarity and application of the state’s classification and compensation structures.

STRATEGIES

- Develop and implement a consistent process, including a monitoring plan, for all agencies to use in administering and making decisions regarding the Washington Management Service.
- Use the HR Governance groups to identify classification priorities.
- Modify the salary survey process and align the methodology with industry standards.

OBJECTIVE

Ensure the state has clear rules (WACs) that support business and workforce needs.

STRATEGIES

- Sustain the systematic rule review cycle.
- Develop an HR handbook on personnel administration, beginning with the Washington Management Service.

Goal 3

HR Tools, Services, & Information

The state has the human resource tools, services, and information to support workforce management.

OBJECTIVE

Enhance enterprise HR tools and services.

STRATEGIES

- Implement a shared service center for small agencies.
- Further integrate and optimize the use of the online recruiting system across the enterprise.
- Implement a leave request and approval reporting tool.
- Centralize HRMS security administration.
- Develop a prioritized list of additional self-service tools that reduce HR transaction time.
- Increase EFT wage payments and electronic earning statements.
- Expand the usage of DOP’s Learning Management System statewide.
- Complete a statewide training inventory and needs assessment.
- Increase online availability of required training courses.

OBJECTIVE

Provide credible HR expertise, best practices, and data.

STRATEGIES

- Provide targeted, relevant, and up-to-date data and information on DOP’s website.
- Increase awareness of available data, resources, and expertise.
- Develop and integrate definitions and usage criteria for Human Resource Management System (HRMS) codes.
- Research and promote the application of HR best practices.

Goal 4

High – Performing DOP

DOP is a high-performing organization.

OBJECTIVE

DOP has clear direction and performance measures, and manages for results.

STRATEGIES

- Gather systematic customer feedback on DOP tools and services.
- Create an integrated method of measuring and reporting DOP performance.
- Employ a comprehensive internal communications plan to increase staff understanding of and connection with DOP direction, performance metrics, and results.

OBJECTIVE

DOP has the tools, resources, and support services to carry out business operations.

STRATEGIES

- Cost out DOP lines of service.
- Gather staff feedback on internal support services.
- Redesign the InsideDOP website.
- Implement an internal collaboration tool.

OBJECTIVE

DOP staff are skilled and engaged.

STRATEGIES

- Use employee feedback to assess and address engagement issues.
- Continue building a diverse, healthy, and performance-based culture using Performance Management Confirmation, Washington State Quality Award, Washington Wellness Worksite Collaborative, and other established criteria.
- Provide targeted development and knowledge transfer opportunities.